

Official

RECEIVED  
12/4/02PATENT  
ATTORNEY DOCKET  
NO. 99P7424#10/C  
mail  
12/7/02IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Crouch, et al.

Serial No.: 09/232,749

Filed: January 15, 1999

Title: QUEUE AS CALLABLE ENTITY  
IN IP TELEPHONE SYSTEM

Group Art Unit: 2664

Examiner: Tran

## CERTIFICATE OF FACSIMILE TRANSMISSION

The undersigned hereby certifies that this document is  
being facsimile transmitted to the fax number and date  
given below.

Facsimile Number: 703-872-8314

No. of Pages: SEVEN (7)

Date Transmitted: 12/04/2002

By: 

Jeannette L. Taplin

AMENDMENTAssistant Commissioner  
for Patents  
Washington, D.C. 20231

Dear Sir:

In response to the Official Action mailed September 6, 2002, please  
enter the following Amendment:IN THE CLAIMS:

- sub02  
01/01
1. (Twice Amended) A telecommunications system, comprising:  
a packet switched network;  
one or more telephony devices coupled to said packet switched network; and  
one or more queues, coupled to said packet switched network, said one or  
more queues configured to receive forwarded calls from said one or more telephony  
devices and to forward said calls back to said one or more telephony devices when  
one or more predetermined conditions have been met;  
wherein said one or more queues define callable entities for said one or more